



MEDALLION 4.0

Growing Strong

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Agenda

- ❑ Managed care overview
- ❑ Medallion 4.0
- ❑ Community Mental Health and Rehabilitation Services (CMHRS)
- ❑ Residential Treatment Center (RTC) Services
- ❑ Treatment Foster Care – Case Management (TFC-CM) Services
- ❑ Continuity of Care
- ❑ Next steps

Evolution of Managed Care



- ✓ Medallion 4.0 is an evolution of Managed Care in Virginia. The program began as Medallion II in 1996 and is currently known as the Medallion 3.0 program.
- ✓ Medallion 4.0 takes an innovative and integrated approach to delivering care which takes into consideration all aspects of maternal and child health.
- ✓ The program will also incorporate early intervention services and community mental health into the managed care delivery system reflecting the Agency's desire to provide services that meet all aspects of the patient's care.

Virginians Covered by Medicaid/CHIP

- **1.1 million** Virginians covered by Medicaid
- **1 in 8** Virginian's rely on Medicaid
- **1 in 3** births covered in Virginia
- **2 in 3** nursing facility residents are supported by Medicaid
- **50%** of Medicaid recipients are children
- **62%** of long term services & supports spending is in the community
- Medicaid is primary payer for **Behavioral Health** services

Keeping the Best of Medallion 3.0

- High program acceptance
- Quality programs
 - Healthcare Effectiveness Data and Information Set (HEDIS)
 - National Committee for Quality Assurance (NCQA) Accredited
- Expansive Networks
- Adequate Rates
- Behavioral Health Homes
- Managed Care System Partnerships
- Addiction and Recovery Treatment Services (ARTS)
- Foster Care
- Performance Incentive Award (PIA)
- Telehealth
- Compliance and Technical Manual
- Program Integrity
- CMS managed care regulations

Where We Are

- ✓ Request for Proposal (RFP) Posted July 2017
- ✓ Stakeholder Engagement continues
- ✓ Regional Implementations 2018
 - August, September, October, November, December
 - Concurrent operation of Medallion 3.0 and Medallion 4.0 for five (5) Months





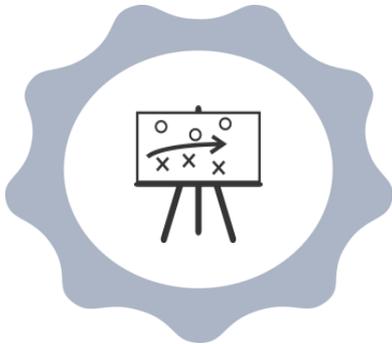
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Medallion 4.0

What's New?



- ✓ Evolution of Medicaid managed care in Virginia for certain populations



- ✓ Enhanced oversight and process improvement

- ✓ Innovation

Evolution of Managed Care

Adding More

- Six Plans with Statewide Coverage
- Expands
 - Care Coordination Programs
 - Telehealth and Telemedicine
 - Focus on Pregnant Women and Oral Health
 - Stakeholder Engagement
- Social Determinants of Health
- Use of Social Media 
- Trauma Informed Care
- Address Nutritional Insufficiency
- Increase Focus on Network Adequacy
- Additional Quality and HEDIS Requirements
- Federal Managed Care Regulation Compliance
- Collaboration and Joint Projects Across Sister Agencies
 - Dept. of Behavioral Health and Developmental Services (DBHDS)
 - VA Dept. of Health (VDH)
 - VA Dept. of Social Services (VDSS)
 - VA Dept. of Education (DOE)

Managed Care Alignment

Medallion 4.0 and CCC Plus managed care programs are aligned in many ways

- ✓ Regions
- ✓ Services (where possible)
- ✓ Integrated behavioral health models
- ✓ Common core formulary
- ✓ Care management
- ✓ Provider and member engagement
- ✓ Innovation in managed care practices including Value-Based Purchasing
- ✓ Quality, data and outcomes
- ✓ Strong compliance and reporting
- ✓ Streamlined processes and shared services

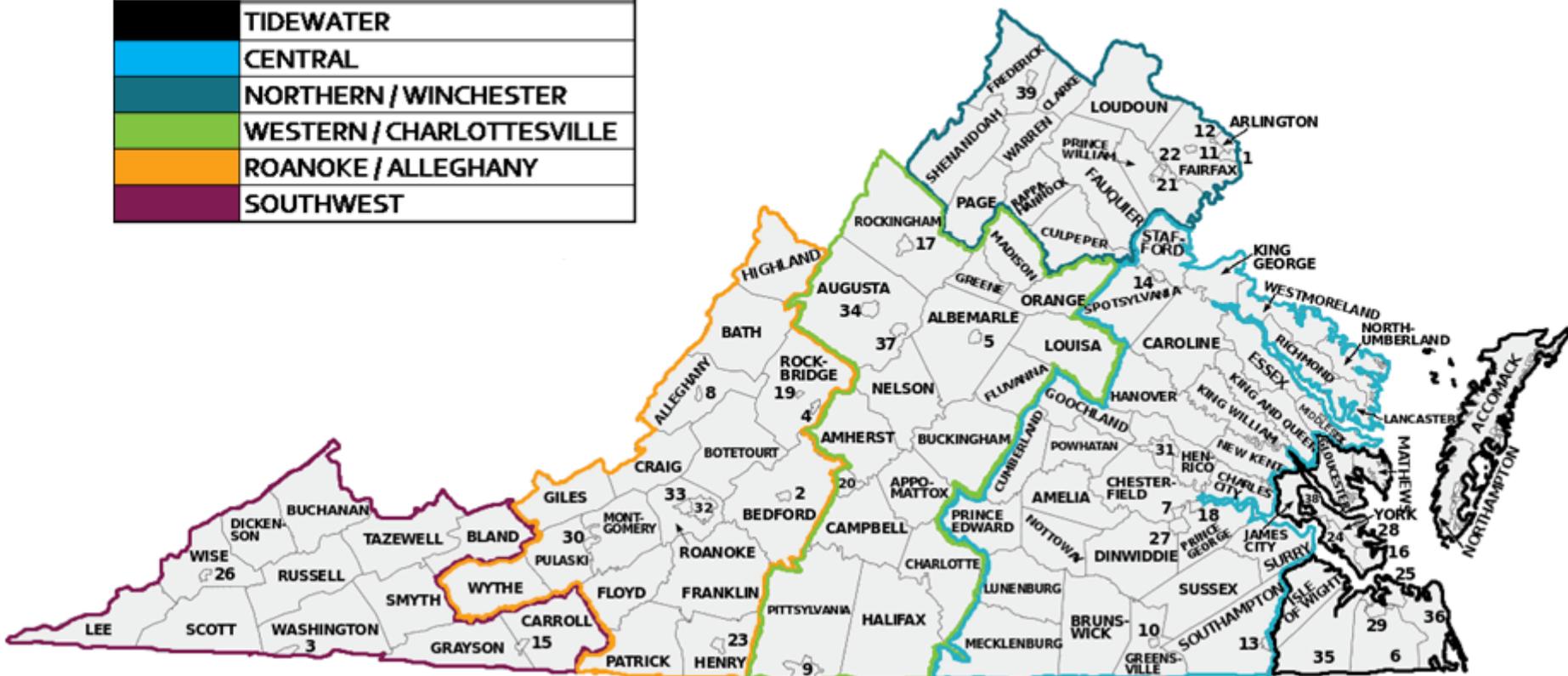
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Six Regions



MEDALLION 4.0
Opening Strong

| REGIONS | |
|---------|---------------------------|
| | TIDEWATER |
| | CENTRAL |
| | NORTHERN / WINCHESTER |
| | WESTERN / CHARLOTTESVILLE |
| | ROANOKE / ALLEGHANY |
| | SOUTHWEST |



Medallion 4.0 Health Plans

Same as CCC Plus

aetna[®]

Aetna Better Health[®] of Virginia



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Magellan
COMPLETE CARE[®]

OptimaHealth[®]
Family Care

 **UnitedHealthcare**[®]
Community Plan

 **VirginiaPremier**[™]
Powered by **VCU Health**

Medallion 4.0 Regional Launch

| Region | Effective Date |
|-------------------------|-------------------|
| Tidewater | August 1, 2018 |
| Central | September 1, 2018 |
| Northern/Winchester | October 1, 2018 |
| Western/Charlottesville | November 1, 2018 |
| Roanoke/Alleghany | December 1, 2018 |
| Southwest | December 1, 2018 |

Population by Region

| Anticipated Launch Date | Region of Virginia | Regional Launch Population |
|-------------------------|-------------------------|----------------------------|
| August 1, 2018 | Tidewater | 161,421 |
| September 1, 2018 | Central | 189,438 |
| October 1, 2018 | Northern/Winchester | 178,416 |
| November 1, 2018 | Charlottesville/Western | 88,486 |
| December 1, 2018 | Roanoke/Alleghany | 72,827 |
| December 1, 2018 | Southwest | 46,558 |
| Total | | 737,146 |

Medallion 4.0 Program Design

- ✓ Medallion 4.0 is a waiver program that will cover the basic Medallion 3.0 and FAMIS populations
- ✓ New carved in populations and services:
 - Early Intervention (EI) Services
 - Third Party Liability (TPL)
 - **Community Mental Health and Rehabilitation Services (CMHRS)**
- ✓ Members will have a choice of six (6) plans in each region
- ✓ Focus will be on each covered population
- ✓ One Medallion /FAMIS contract

Population Focus



- Pregnant Women
- Infants
- Children/Teens
- Adults

- Foster Care & Adoption Assistance

Populations Excluded from Medallion 4.0

- ✓ Home and Community-Based Waiver Services
- ✓ Plan First
- ✓ Inpatient Mental Health in State Psychiatric Hospital
- ✓ Hospice Enrollees
- ✓ Nursing Facility Members
- ✓ Newly eligible pregnant members in third trimester who request exemption
- ✓ Hospitalized at the time of scheduled enrollment

Medallion 4.0 Advantages

- Focuses on **quality of care** for individuals
- Offers a network of **high quality providers**
- Health plans offer **enhanced benefits**
- Health plans provide **comprehensive** health coverage and will focus on **prevention**
- Managed Care Organizations (MCOs) will also focus on **innovation** and **social determinants of health**

Stronger Member Engagement

DMAS

- Enrollment broker
- Expedited enrollment
- Open enrollment
- Member meetings
- Social media

Health Plans

- Member focused
- Service centers
- Case managers
- Outreach teams
- Smartphone apps
- Social media
- Social determinants of health
- Incentives
- Tracking and engagement



Provider Engagement

DMAS

- Network adequacy
- Access
- Provider enrollment
- Program integrity
- Stakeholder meetings

Health Plans

- Provider contracting & credentialing
- Network management
- Case managers
- Provider training and service support teams
- Ease of access
- Provider visits
- Developing partnerships and supporting innovation
- Reporting and data submission

Innovation



Innovation

- New, agency-wide quality strategy and steering committee
 - New value based purchasing requirements
 - MCO enhanced services
 - Required plan innovation programs
 - New Medallion Care Innovation Partnerships
- Program Integrity to incorporate all aspects of managed care integrity
 - Mandated Emergency Room Coordination Program participation
 - New Behavioral Health Home pilot programs
 - New Data Warehouse and Encounter System

Community Mental Health and Rehabilitation Services (CMHRS)

- ✓ The CMHRS transition to Medallion 4.0 will occur in accordance with the regional implementation of the program, beginning August 1, 2018. On the effective dates, Magellan of Virginia, DMAS's Behavioral Health Services Administrator (BHSA) will no longer administer CMHRS for Medallion 4.0/FAMIS enrolled members. Instead, CMHRS will transition into the Medallion 4.0 MCO contract, utilizing DMAS' current CMHRS coverage criteria and program requirements.
- ✓ Medallion 4.0 CMHRS will mirror CCC Plus CMHRS.

Carved Out Services

Services for Medallion 4.0 enrolled individuals that are paid for through fee-for-service

- ✓ School Health Services
- ✓ Targeted Case Management Services
- ✓ Dental Services
- ✓ Home and Community-Based Medicaid Waivers

Medallion 4.0/ FAMIS MOMS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning August 1, 2018

Services

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
MH Family Support Partners
MH Peer Support Services
EPSDT Behavioral Therapy
Day Treatment/Partial Hosp.
Psychosocial Rehabilitation
Intensive Community Treatment
Mental Health Skill Building
Crisis Intervention
Crisis Stabilization

No changes made to program regulations, medical necessity, criteria, procedure codes, unit values, etc.

Core Service Authorization processes will be standardized across health plans.

Medallion 4.0 FAMIS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning August 1, 2018

Services

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
Crisis Intervention

No changes made to program regulations, medical necessity, criteria, procedure codes, unit values, etc.

Core Service Authorization processes will be standardized across health plans.

Residential Treatment Center (RTC) Services

April 1, 2019

- ✓ Effective April 1, 2019 each MCO will cover Residential Treatment Services consisting of Psychiatric Residential Treatment Facility (PRTF) and Therapeutic Group Home Services (TGH) for Medallion 4.0 individuals.

Treatment Foster Care – Case Management (TFC-CM) Services

April 1, 2019

- ✓ TFC-CM services will continue to be administered through Magellan of Virginia until it is carved into Medallion 4.0 on April 1, 2019.

Continuity of Care Provisions

- To ensure continuity of care and a smooth transition for all Medallion 4.0/FAMIS Members the Medallion 4.0 MCOs will:
 1. Maintain the Member's current CMHRS providers for up to 30 days;
 2. Honor service authorizations (SAs) issued prior to enrollment, including those with out-of-network providers, for up to 30 days or until the authorization expires, whichever comes first; and
 3. Extend this time frame as necessary to ensure continuity of care pending the provider's contracting with the Contractor or the member's safe and effective transition to a qualified provider within the Contractor's provider network or as authorized by the Contractor.

Medallion 4.0 Health Plan CMHRS Credentialing Contact Information

| Plan | Credentialing Contact |
|---|--|
|  <p>Aetna Aetna Better Health* of Virginia</p> | <p>Aetna Better Health of Virginia</p> <p><u>Contacts:</u> Donnesha Lewis, Credentialing Analyst Patricia Thomas, Provider Relations Manager Phone: 1-855-652-8249 Email: VAcredentialing-aetna@aetna.com (credential status) & Aetnabetterhealth-VAProviderRelations@aetna.com (applications submissions)</p> |
|  <p>Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.</p> | <p>Anthem HealthKeepers Plus</p> <p><u>Contacts:</u> Annette Powell Phone: 804-393-6763 Email: Annette.Powell@Anthem.com</p> <p>John Bachand Phone: 804-354-4063 Email: john.bachand@anthem.com</p> <p>Deborah Tankersly Phone: 540-853-3195 Email: deborah.tankersley@anthem.com</p> |
|  <p>Magellan COMPLETE CARE. Magellan Complete Care of Virginia</p> | <p>Magellan Complete Care of Virginia</p> <p><u>Contact:</u> Kenya Onley Email: VAML.TSSProvider@MagellanHealth.com Phone: 1-800-424-4524</p> |
|  <p>Optima Health Family Care</p> | <p>Optima Health Family Care</p> <p><u>Contracting Contacts:</u> Assigned by Region & Type Network Management 877-865-9075 x 4</p> <p><u>Credentialing:</u> Assigned by Provider Type Network Management 877-865-9075 x 3, 3</p> <p>Medical: MedProviderApp@Sentara.com Behavioral Health: BHCredentialing@Sentara.com Organization/Agency: OrgProviderApp@sentara.com</p> |
|  <p>UnitedHealthcare Community Plan</p> | <p>United Healthcare</p> <p><u>Contact:</u> Taylor Fink Phone: 763-361-6233 Email: vaccbh@optum.com</p> |
|  <p>Virginia Premier Premier Elite Plus Powered by VCU Health</p> | <p>Virginia Premier Elite Plus</p> <p><u>Contracting Contact:</u> John Strube Phone: 804-819-5151, ext.56051 Email: John.Strube@vapremier.com</p> <p><u>Credentialing Contact:</u> Kim Paige Phone: 804-819-5151, ext. 55352 Fax: 804-819-5171 Email: VPCred@vapremier.com</p> |

Education and Enrollment Broker

Maximus

- Contracted by DMAS to assist members with health plan enrollment and provide objective information
- Changes health plan assignment based on member requests
- Submits exemption requests to DMAS for approval
- Assists members with health plan research
 - Locating providers
 - Explaining enhanced benefits
 - Prescription coverage

Medallion 4.0 Enrollment

Maximus

- Medallion 4.0 Helpline **1-800-643-2273**
- **Hours:**
 - Monday through Friday (8:30 am to 6:00 pm)
- Medallion 4.0 Enrollment Website:
 - www.virginiamanagedcare.com





Next Steps

What's Next?

- Upcoming CMHRS trainings and webinars
- Upcoming CMHRS MCO workgroup meetings
- Developing resources which will be available on our website

Medallion 4.0 Medicaid Managed Care Program

[Home](#) | [Regional Map](#) | [Meetings](#) | [Presentations](#) | [Reports](#)



- Home
- Administration and Business
- Behavioral Health, Addiction and Recovery Treatment Services
- Client Services
- Commonwealth Coordinated Care
- Commonwealth Coordinated Care Plus (MLTSS)
- Delivery System Reform
- Incentive Payment (D SRIP)
- Dental Services
- Governor's Access Plan (GAP)
- Learning Network
- Long Term Care and Waiver Services
- Medallion 3.0
- **Medallion 4.0**
- Maternal and Child Health
- Pharmacy Services
- Prescription Drug Formulary
- Provider Services
- Service Authorization
- Medical Assistance Eligibility Policy and Guidance
- Search Services

Announcements:

- ✓ [Negotiations notice Tidewater](#)
- ✓ [Negotiations notice Central](#)
- ✓ [Negotiations notice Northern Winchester](#)
- ✓ [Negotiations notice Charlottesville Western](#)
- ✓ [Negotiations notice Roanoke Alleghany](#)
- ✓ [Negotiations notice Southwest](#)

Medallion 4.0 Request for Proposals (RFP):

- ✓ [Medallion 4.0 RFP 2017-03](#)
- ✓ [CMS 1513](#)
- ✓ [Capitation Databook](#)
- ✓ [Appendix I](#)
- ✓ [Appendix II](#)
- ✓ [Appendix III](#)
- ✓ [Appendix IV](#)
- ✓ [Appendix V](#)
- ✓ [Appendix VI](#)

Important Medallion 4.0 Managed Care Timeline Dates:

| Milestones | Proposed Dates* |
|----------------------------------|-----------------|
| Post Request for Proposals (RFP) | July 17, 2017 |
| Announce Awards | Late Fall 2017 |

Medallion 4.0 Managed Care Regional Effective Dates:

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SEND COMMENTS & QUESTIONS

M4.0Inquiry@dmas.virginia.gov

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Medallion 4.0 Focus:

- ✓ Evolving from the Medallion 3.0 foundation
- ✓ Serving over 700,000 healthy connected Medicaid & FAMIS members & their communities
- ✓ Engaging Health Systems & Stakeholders
- ✓ Providing holistic & integrated care
- ✓ Adding new services & populations
- ✓ Flexible delivery systems & payment models
- ✓ Growing stronger through improved quality, data & reporting

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QUESTIONS?



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